

Remington Arms Co., Inc.

Product Service

Legal Case #:5483

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
217656/217688	1/6/2011	12/21/2010	1/7/2011				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Dan	Cook	34496 Marina Ct	Westland	MI	48185		H 734-788-1541

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4013 Broken or Missing Parts		Unknown	
S	Fired on safe release Concern:1007 Fired on Safe Release			
C				

12/21/10 Per email sent to Remington.com, incid # 101220-000079, "I have a 54 cal 700ML and while hunting this week I moved the safety to fire on a deer and the gun fired without me touching the trigger. I bought this rifle in 1996 to match my 700 7MM mag. both in SS with syn. stocks and have used both on many hunts without a problem. The rifle has never been modified in any way. What do I do to correct this problem. I want to keep this rifle as it is the 54 cal. which is very rare and know of no other muzzle loaders in that cal. available today. I did go to the range and had the range officer watch me while I wrapped my fingers around the stock and used my thumb to move the safety to fire and it fired without touching the trigger two of three times. Is this something my local gunsmith can correct or must I return it to Remington? I also had it fire when just closing the bolt while the rifles safety was in the fire position. Should I also have my 7MM checked as well? I know there have been problems with this safeties and hope there is a fix that can restore my confidence in these rifles."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	ML/BA	700ML/54 CAL	27582	ML056103	AR	3/7/1997
Date Purchased	Where Purchased	Accessories	Original Owner			
	OX YOKE		U			

CONCERN:FSR

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	29692	S6261408	WO	8/26/1994
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACUSPORT CORPORATION		U			

CONCERN:CHECK TPA

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700ML/ML/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion, for 700 replace TPA at 1/2 normal cost for ML repair at no charge						

Repair/Replacement Cost	Repair/Replacement Date
40.75	1/19/2011

12/21/10 Mailing ARS labels.cm 1/19/11 For repair 217688, per Ilion, could not find faults. Trigger assm functions as designed. Can offer to replace TPA at 1/2 normal cost. For repair 217656, the 700ML will be repaired at no charge, including a new TPA. On 1/10, Cook spoke with A. Sisco and requested that repair # 217688 be returned as received.cm

Examination[Remington/ML/BA]

Part	Sub-Part	Code	Comment

Examination	Examiner	B.TRAVIS	
	Exam Date	1/7/2011	
	Product Type	RF	
	Action Type	A	
	Assigned To	T.NAGLE	
Cause	4013	Broken or Missing Parts	VERY CLEAN AND WELL KEPT
Barrel	Description	24" 54 CAL SS	
	Date Code	AR	
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Overall	Stop	---Select---	
	Exterior Condition	Slightly Worn; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		M/700 SAFETY
	Function	Like new; Functioning	
Sear	Sub-Assembly	Non-ISS	
	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	CONNECTOR BROKEN
	Pull	---Select---	N/A
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/7/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4039	No Fault Found	
Barrel	Description		24" 7MM REM MAG SS
	Date Code		WO
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	

Bolt	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	--Select--	.016
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	S#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

Remington®

24"
W08/94
S#
016

5483

December 21, 2010

Dan Cook
34496 Marina Ct
Westland, MI 48185

Subject: #5483, Model 700

Dear Mr. Cook,

Thank you for your patience. Enclosed is the UPS ground prepaid shipping label to cover shipment of the firearm for inspection at our factory. Please include a copy of this letter with the firearm. **The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Please mark the ends of the boxes with "Product Service".**

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

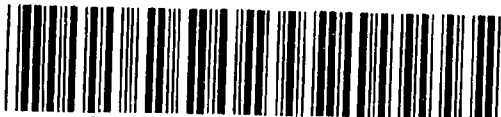
RECEIVED
JAN 10 2011

BY:.....

could find no faults
T.A. functions as designed.
CAN offer to replace TPA
AT 1/2 normal cost.

Quote
Ret as Rec'd Y/C A/S/CO

Serial Number:
S6261408
Model: 700



RE00217688

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: 700		Serial Number: 56261408	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: DANNY COOK		Date of Purchase: 1995	
Address (no PO Boxes): 34496 MARINA CT			
City: WESTLAND		State: MICH	Zip: 48185
Phone (Daytime): 734-788-1541		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) DRCCOOK@COMCAST.NET			
E-mail Address:			
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
HAVE HAD A PROBLEM WITH MY OTHER MODEL 700 AND WANT TO BE SURE THIS ONE IS OK.			
500 characters left			
Ammunition Information:			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

Response (Chris)

12/21/2010 01:43 PM

Dan, I will go ahead and send another label for the other 700. It will be mailed from NC so hopefully you will have it next week.

Customer (Dan cook)

12/21/2010 09:41 AM

Christy

I would like to send my 700 7mag in as well. There have been no issues with the 7mag but would feel better to know it is safe as well. Dan

Customer (Dan cook)

12/20/2010 04:11 PM

Christy

Yes I would like to send my rifle in for inspection. You can send the UPS label to

Danny Cook

34496 Marina ct.

Westland, Michigan 48185-1490

drccook@comcast.net 734-788-1541

Thank you for the quick response. Danny Cook

----- Original Message -----

From: "Remington Information"

To: drccook@comcast.net

Sent: Monday, December 20, 2010 1:25:00 PM

Subject: 700ML Safety [Incident: 101220-000079]

Response (Chris)

12/20/2010 01:25 PM

Dan, I would recommend letting us inspect the rifle before using this muzzle loader. I can send you a prepaid UPS ground shipping label to cover shipment to the factory for inspection. Let me know what address to mail it to. We can give you a call after inspection.

Sincerely,

Christy Mitchell

Customer (Dan cook)

12/20/2010 09:59 AM

I have a 54 cal 700ML and while hunting this week I moved the safety to fire on a deer and the gun fired without me touching the trigger. I bought this rifle in 1996 to match my 700 7MM mag. both in SS with syn. stocks and have used both on many hunts without a problem. The rifle has never been modified in any way. What do I do to correct this problem. I want to keep this rifle as it is the 54 cal. which is very rare and know of no other muzzle loaders in that cal. available today. I did go to the range and had the range officer watch me while I wrapped my fingers around the stock and used my thumb to move the safety to fire and it fired without touching the trigger two of three times. Is this something my local gunsmith can correct or must I return it to Remington? I also had it fire when just closing the bolt while the rifles safety was in the fire position. Should I also have my 7MM checked as well? I know there have been problems with this safeties and hope there is a fix that can restore my confidence in these rifles. I must say that both rifles are the most accurate ones I own. The 7mm mag shoots 1/2" groups @100yds. with 165 grain Winchester ballistic tips. This rifle drooped a 300 class elk @ 350yds. three years ago so you can see why I want to keep this rifle. Thanks Dan

drccook@comcast.netdrccook@comcast.net> Phone 734-788-1541

24"
A123/47

5483

December 21, 2010

Dan Cook
34496 Marina Ct
Westland, MI 48185

Subject: #5483, Model 700

Dear Mr. Cook,

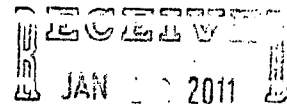
Thank you for your patience. Enclosed is the UPS ground prepaid shipping label to cover shipment of the firearm for inspection at our factory. Please include a copy of this letter with the firearm. **The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly.** Please mark the ends of the boxes with "Product Service".

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15

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com



BY:.....

CONNECTOR IS BROKEN.
Replace TPA, check over, clean &
repairs needed at H/C
#230145

ML056103
Model: 700ML

RE00217656

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

While hunting this week I moved the safety to fire and the gun fired without me touching the trigger. I bought this rifle in 1996 and have until now never had a problem. I did go to the range and had the range officer watch me while I wrapped my fingers around the stock and used my thumb to move the safety to fire and it fired without touching the trigger two of three times. I also had it fire when just closing the bolt while the rifles safety was in the fire position.

Danny Cook

34496 Marina ct. Westland Mich. 48185

drccook@comcast.net

734-788-1541

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: <u>ML 700</u>		Serial Number: <u>ML056103</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>DANNY COOK</u>		Date of Purchase: <u>1996</u>	
Address (no PO Boxes): <u>34496 MARINA CT</u>			
City: <u>WESTLAND</u>		State: <u>MICH</u>	Zip: <u>48185</u>
Phone (Daytime): <u>734-788-1541</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>DRCCOOK@COMCAST.NET</u>			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>GUN FIRES WHEN SAFETY IS MOVED TO SAFE WITHOUT TOUCHING THE TRIGGER</u> <u>ALSO FIRES WHEN BOLT IS CLOSED AND THE SAFETY IS IN FIRE POSITION.</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u></u>		Type: <u></u>	
Other (i.e. bullet weight/type, shot size, powder): <u></u>			
Handload Information:			
Powder Used: <u></u>		Powder Weight: <u></u>	
Case/Hull Used: <u></u>		Primer Used: <u></u>	
Bullet Type/Shot Size: <u></u>		Reloader Used: <u></u>	

Reference #
101220-000079

Status
Updated

Assigned To
Administrators
Christy -

Product
Firearms

SLA
Not specified

Queue
CSR

Date Created
12/20/2010 09:59 AM

Initial Response
12/20/2010 01:25 PM

Last Updated
12/21/2010 03:42 PM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

700ML Safety

Discussion Thread

Customer (Dan cook)

12/21/2010 03:42 PM

Christy

Thank you. Have a great Christmas. Dan Cook

----- Original Message -----

From: "Remington Information"

To: drccook@comcast.net

Sent: Tuesday, December 21, 2010 1:43:26 PM

Subject: 700ML Safety [Incident: 101220-000079]

Response (Christy -)

12/21/2010 01:43 PM

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Westland, Michigan 48185-1490

drccook@comcast.net 734-788-1541

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drccook@comcast.net
drccook@comcast.net> Phone 734-788-1541

Primary Contact

First Name: Dan

Last Name: cook

Organization:

Login: drccook@comcast.net

Title:

Contact Type:

Email: drccook@comcast.net

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

http://remington.custhelp.com/cgi-bin/remington.cfg/php/admin/display/inc_print.php?p_sid=... 12/22/2010

Remington.

www.remington.com

Remington Arms Company, Inc.
870 Remington Drive
P. O. Box 700
Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:	12/21/2010	REQUESTED BY:	christy
QUANTITY:	2	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		I WILL MAIL xxx	
DESCRIPTION: 700ML & 700			

LABEL INFORMATION

MAIL LABEL TO:	Danny Cook 34496 Marina ct. Westland, Michigan 48185-1490
RETURN ITEM TO:	Rem Product Service

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX596 DEC 21, 2010 ALL CURR USD 1 OF 2
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969065778560
 REF 1:DANNY COOK/CD/CM
 REF 2:700 ML

HANDLING CHARGE 0.00	SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:	RS 0.50
DC 0.00	SD 0.00
DV 0.00	SP 0.00
PR 0.00	PUB+HANDLING 8.24
TOT PUB CHG 8.24	

4XX596 DEC 21, 2010 ALL CURR USD 2 OF 2
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969065779176
 REF 1:DANNY COOK/CD/CM
 REF 2:700

HANDLING CHARGE 0.00	SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:	RS 0.50
DC 0.00	SD 0.00
DV 0.00	SP 0.00
PR 0.00	PUB+HANDLING 8.24
TOT PUB CHG 8.24	

